

To: 1240 - New Jersey Chain (RHODEF)
From: DDA:MSMAIL=rjrws/rjrpo2/watsond; O=rjrem; P=wsx400; A=rjr; C=us
Posted: 5/23/98 20:55
Opened: 5/28/98 20:55
Subject: Customer Response Form

FYI. This is a new procedure we've adopted to help speed up returned goods processing.

Dennis Watson, Manager - Returned Goods Accounting

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King Vending Co.
245 Stuyvesant Ave.
Lyndhurst, NJ 07071

May 28, 1996

Dear Valued Customer,

R. J. Reynolds Tobacco Company continually strives to offer the best service possible to our direct accounts. In order to increase our service level to you and to reduce processing errors in the Returned Goods area we would like to bring the items marked below to your attention:

Return Authorization Number 330928 **Shipped** 4/29/96

- ☐ Customer account number omitted
- ☐ Customer number incorrect, your correct number is: _____
- ☐ Customer address omitted or incorrect
- ☐ Original (White Copy) of Form 8410 not received.
- ☐ Form 8410 not signed by RJRT Representation
- ☐ Tax information missing or incomplete
- ☐ Multiple forms for one shipment received. If you have more tax jurisdictions than space allows on the form, attach a separate piece of paper to the form for the additional tax jurisdictions.
- ☐ Bill of Lading information omitted or incomplete
- ☒ Packs taped together. Do not tape packs or cartons together or use any filler material in return cases such as styrofoam, plastic, paper, adhesive tapes, etc. This causes delay in processing your return.
- ☐ Return contained _____ % of saleable (in-date) product. Future returns containing saleable product may be subject to non-reimbursement for that product deemed saleable.

For questions regarding Returned Goods Processing please contact the Returned Goods Department at 1-800-992-3284.

Thank you for your support in the marketing of our products.

cc: Direct Account Manager - M. J. McHugh (Region 1221) via E-Mail

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